



Department of Medical Assistance Services  
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[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID PROVIDER MANUAL UPDATE

TO: All Transportation providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the Transportation Provider Manual

FROM: Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 4/16/2008

SUBJECT: Update to the Transportation Provider Manual Chapter V (Billing Information)

The purpose of this memorandum is to notify you of changes to Chapter V of your Transportation Provider Manual. The attached table shows the changes to this provider manual. Please download the new pages to insert into your Provider Manual and retain the attached table.

Chapter V (Billing Instructions) has been updated to reflect changes to the general billing instructions. This update includes guidance regarding the billing of emergency and non-emergency transportation, air ambulance claim reconsideration policy, and new information regarding Managed Care Organization (MCO) and brokerage claiming. Finally, this update includes instructions for the revised CMS-1500 claim form (version 08-05). Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link,

which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

### **NPI TRAINING AND EDUCATION**

DMAS is conducting Web-Based Q&A sessions on topics associated with NPI such as taxonomy codes, subparts, group enrollment, new paper claim forms, and other NPI related topics. Visit the DMAS Learning Network at [http://www.dmas.virginia.gov/LN-upcoming\\_events.htm](http://www.dmas.virginia.gov/LN-upcoming_events.htm) for additional details on the new “WebEx” Web-Based training and other DMAS training opportunities.

Attached Number of Pages: (1)

# ***TRANSPORTATION PROVIDER MANUAL***

## **REVISION CHART**

**April 16, 2008**

### **SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter V	Chapter V		Entire Chapter	4/16/2008

### **FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter V	Old Chapter V	New Chapter V	